

Frequently Asked Questions

1- How can I tell if my information was compromised?

At this point there is no evidence that any missing data has been used illegally. However, the National Guard is asking each individual to be extra vigilant and to carefully monitor bank statements, credit card statements and any statements relating to recent financial transactions. If you notice unusual or suspicious activity, you should report it immediately to the financial institution involved.

2- What is the earliest date at which suspicious activity might have occurred due to this data breach?

A laptop containing the personal information was stolen from an Army National Guard employee on July 27, 2009. If the data has been misused or otherwise used to commit fraud or identity theft crimes, it is likely that individuals may notice suspicious activity during the month of August.

3- I haven't noticed any suspicious activity in my financial statements, but what can I do to protect myself and prevent being victimized by credit card fraud or identity theft?

The National Guard strongly recommends that individuals closely monitor their financial statements and visit the National Guard's Personal Identity Information Breach website for any updates at <http://www.ng.mil/features/identity/default.aspx>

4- Where should I report suspicious or unusual activity?

The Federal Trade Commission recommends the following four steps if you detect suspicious activity:

- Step 1 – Contact the fraud department of one of the three major credit bureaus:
 1. Equifax: 1-800-525-6285; www.equifax.com ; P.O. Box 740241, Atlanta, GA 30374-0241.
 2. Experian: 1-888-EXPERIAN (397-3742); www.experian.com ; P.O. Box 9532, Allen, Texas 75013.
 3. TransUnion: 1-800-680-7289; www.transunion.com ; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790.
- Step 2 – Close any accounts that have been tampered with or opened fraudulently.
- Step 3 – File a police report with your local police or the police in the community where the identity theft took place.
- Step 4 – File a complaint with the Federal Trade Commission by using the FTC's Identity Theft Hotline by telephone: 1-877-438-4338, online at www.consumer.gov/idtheft, or by mail at Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington DC 20580.

5- Where can I get further, up-to-date information?

The National Guard has set up a Personal Identity Information website and a toll-free telephone number for affected individuals which features up-to-date news and information.

Please visit: <http://www.ng.mil/features/identity/default.aspx>

Or call: 1-877-481-4957. The call center will be operational to address any concerns you may have beginning Wednesday August 5, 2009, from 7:00 am to 11:00 pm Eastern Standard Time.